



## 1 Advertisement

**Post Title:** Switchboard Operations Team Leader

**School/department:** IT Services

**Hours:** Full time considered up to a maximum of 1 FTE

Requests for flexible working options will be considered (subject to business need).

**Contract:** 12 months fixed-term (maternity cover)

**Reference:** 8858

**Salary:** starting at £ 26,341 to £ 30,497 per annum, pro rata if part time

**Placed on:** 23 June 2022

**Closing date:** 08 July 2022. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** To be confirmed

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

We are looking for a Switchboard Operations Team Leader to deliver a professional and courteous operation of the University's main switchboard function.

In this role you will be the switchboard point of contact and link between students, staff members, internal departments, and external contacts. You will provide clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

You will also lead a small team of switchboard colleagues, ensure the safety and wellbeing of the switchboard staff and ensure that the service is maintained to the best possible standards to deliver a professional and courteous operation of the University's main switchboard function.

In this role you will also be expected to:

- Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
- Work in partnership with other key stakeholders to ensure seamless service

Please contact Becky Churchill [r.churchill@sussex.ac.uk](mailto:r.churchill@sussex.ac.uk) or Michelle Richardson [Michelle.Richardson@sussex.ac.uk](mailto:Michelle.Richardson@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## **The School / Division**

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its

stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services.

### 3. Job Description

Job Description for the post of: Switchboard Operations Team Leader

<b>Department:</b>	IT Services
<b>Section/Unit/School:</b>	Operations
<b>Location:</b>	Shawcross, University of Sussex. Hybrid 50/50
<b>Grade:</b>	5
<b>Responsible to:</b>	Head of Service Management
<b>Responsible for:</b>	Switchboard Operator

#### **Role description:**

To deliver a professional and courteous operation of the University's main switchboard function.

To serve as the switchboard point of contact and link between students, staff members, internal departments, and external contacts. To provide clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly. To lead a small team of switchboard colleagues and to ensure the safety and wellbeing of switchboard staff and to ensure that the service is maintained to the best possible standards to deliver a professional and courteous operation of the University's main switchboard function.

## **PRINCIPAL ACCOUNTABILITIES**

1. Supervise and lead a small team to promote and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2. Supervise the operational outputs of a small team of individuals.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service
5. Provide a friendly and professional reception and switchboard service to students, faculty and visitors

## **KEY RESPONSIBILITIES**

1. **Team leadership**
  - 1.1 Supervise the work of a small team to support the achievement of targets and objectives
  - 1.2 Support team selection, induction, performance management and development
  - 1.3 Assist in the provision of team understanding and application of operational standards are embedded in the methods of working
  - 1.4 Support the development of others, providing training and coaching in area of expertise
  - 1.5 Foster an ethos of continuous improvement
2. **Service Delivery**
  - 2.1 Working within university policy and procedure, undertake team supervision of operational matters in the process and/or procedure in the area of expertise. Supervise the activities of the team to ensure the achievement of team targets and objectives.
  - 2.2 Support the implementation of improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
  - 2.3 Maintain appropriate records and documentation commensurate with policy and procedure.
  - 2.4 Provide reports internally and externally as appropriate. To undertake analysis, interpretation and presentation of standard data to inform decisions related to subject area.
  - 2.5 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.
3. **Policy and Procedure**
  - 3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
  - 3.2 Contribute to policy decisions and improvement in area of expertise.
4. **Customers and Stakeholders**
  - 4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
5. **Other key responsibilities**

- 5.1 Ensure that switchboard rota is covered for agreed core hours, weekends and emergencies.
- 5.2 Manage financial records for the monthly telephone costings and liaising with the finance department where necessary.
- 5.3 Manage and update the call logging database for both daily and monthly call reports.
- 5.4 Administer and monitor the usage of telephony equipment including equipment and facilities are clean and well maintained, reporting any issues to the Head of Service Management.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

### **INDICATIVE PERFORMANCE CRITERIA**

- Supervise a team of 1 switchboard operator(s)
- The post holder reports to the Head of Service Management working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

### **KEY RESPONSIBILITIES**

#### **4. Person Specification**

#### **ESSENTIAL CRITERIA**

1. Good secondary education or relevant level of experience, as appropriate to the discipline.
2. A practical knowledge and understanding of specialist area.
3. Effective supervisory skills

4. Good oral and written communication skills with the ability to present information in a way that can be understood the audience.
5. Planning and organisational skills with the ability to supervise team members where appropriate.
6. Well-developed interpersonal skills with the ability to influence team members, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions
8. Commitment to customer excellence
9. Effective IT Skills on MS platform. Experience using functional databases.

#### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Experience of working within a telephone switchboard environment
2. Ability to manage and interpret financial records

#### **DESIRABLE CRITERIA**

1. Knowledge of the Higher Education sector.
2. Experience of managing a small team of switchboard staff
3. Experience of using ISDX screen based consoles
4. Experience of a call logging system and/or a virtual based telephony system